Records, Knowledge, and Configuration

Keeping institutional memory trustworthy

CIVIC OPERATIONS COLLECTION
Civic Operations
CSUC-OPS-002

Where This Book Fits

> **Collection:** CIVIC OPERATIONS COLLECTION
>
> **Pathway:** Civic Operations
>
> **For:** Records; knowledge; configuration stewards
>
> **Purpose:** Integrate records, knowledge, versions, and controlled change.

How to Use This Book

Read from the beginning for a guided introduction, or use the contents and topic finder to locate specific material. Source modules retain their recorded order and identity. Where local law, policy, or professional direction applies, consult the controlling authority.

Connection to the Civic Station Library

This volume is part of the Civic Station Universal Core library. The source archive remains the durable record; this book provides a reader-oriented route through selected material.

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    1. Universal Core Records Operations Framework
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Main Content

Selected Source Materials

> This section presents selected source materials related to the purpose of this volume.

Universal Core Records Operations Framework

CSA-2303 Civic Station Architecture Universal Core Records Operations Framework

Purpose

This document establishes the Universal Core Records Operations Framework for the Civic Station Universal Core. It defines enterprise standards for the day-to-day creation, capture, classification, storage, retrieval, maintenance, transfer, retention, and disposition of official organizational records to ensure they remain accurate, accessible, secure, and operationally useful throughout their lifecycle.

Definition

Universal Core Records Operations is the coordinated enterprise execution of policies, procedures, and activities that manage official records throughout their operational lifecycle while supporting organizational effectiveness, regulatory compliance, and public accountability.

Objectives

- Standardize enterprise records operational practices. • Ensure records

are created and maintained consistently. • Support efficient storage and retrieval. • Maintain records integrity throughout their lifecycle. • Promote continual operational improvement.

Guiding Principles

1. Records operations shall follow approved governance and policies.

2. Operational procedures shall be standardized across the enterprise.

3. Records shall remain accurate, complete, and retrievable.

4. Lifecycle activities shall be documented and auditable.

5. Operational excellence shall be continuously improved.

Records Operations Domains

Records Creation - Record creation - Record capture - Metadata assignment - Initial classification

Records Organization - Filing - Indexing - Repository management - Version control

Records Access - Search and retrieval - Authorized access - Distribution - Information requests

Lifecycle Operations - Retention execution - Transfers - Archiving - Disposition

Operations Improvement - Operational metrics - Process optimization - Lessons learned - Continuous refinement

Records Operations Process

1. Capture and classify official records.

2. Store records within approved repositories.

3. Maintain records integrity and accessibility.

4. Retrieve and distribute records as authorized.

5. Execute retention, transfer, and archival activities.

6. Perform approved disposition actions.

7. Continually evaluate and improve operational performance.

Records Operations Review Questions

- Are records consistently captured and classified?
- Are repositories organized and accessible?
- Are lifecycle activities properly documented?
- Can authorized users retrieve records efficiently?
- What operational improvements should be implemented?

Characteristics of Effective Records Operations

- Efficient • Reliable • Consistent • Secure • Auditable • Scalable •

Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2300 Universal Core Records Management Architecture Framework
- CSA-2301 Universal Core Records Governance Framework
- CSA-2302 Universal Core Records Planning Framework

It complements the Data Management, Information, Technology, Knowledge, Risk, Quality, Performance, Resource, and Service Lifecycle architecture families by providing enterprise operational standards for official records.

Editorial Guidance

Records operations should ensure that every official record is consistently captured, organized, protected, retrievable, retained, and ultimately disposed of according to approved governance and lifecycle requirements. Civic Stations should continually improve operational efficiency while preserving authenticity, compliance, and public trust.

End of CSA-2303

Universal Core Records Operations Framework

CSA-2473 Civic Station Architecture Universal Core Records Operations Framework

Purpose

This document establishes the Universal Core Records Operations Framework for the Civic Station Universal Core. It defines enterprise practices for creating, maintaining, organizing, accessing, protecting, monitoring, and improving organizational records to ensure records remain accurate, available, controlled, and aligned with approved governance, plans, policies, procedures, lifecycle requirements, and mission objectives.

Definition

Universal Core Records Operations is the enterprise discipline of managing the active creation, maintenance, storage, access, protection, retrieval, and lifecycle activities associated with organizational records through structured methods, assigned responsibilities, operational controls, and measurable outcomes.

Objectives

- Standardize enterprise records management operations.
- Improve

coordination of records activities. • Support effective records creation, maintenance, and retrieval. • Protect records integrity and availability. • Promote continual records operations improvement.

Guiding Principles

1. Records operations shall follow approved governance and plans.

2. Records responsibilities shall remain clearly assigned.

3. Records activities shall be coordinated and documented.

4. Records information shall remain accurate and current.

5. Records operations shall continually improve.

Records Operations Domains

Records Creation Execution - Record creation activities - Classification application - Metadata capture - Quality validation

Records Administration - Records maintenance - Documentation management - Status tracking - Information organization

Records Access Management - Retrieval activities - Access controls - User support - Availability management

Records Lifecycle Operations - Active records management - Storage activities - Retention execution - Disposition activities

Operations Improvement - Performance analysis - Process refinement - Records optimization - Continuous improvement

Records Operations Process

1. Execute approved records management activities.

2. Maintain records information and documentation.

3. Organize and manage records access.

4. Monitor records condition and usage.

5. Resolve records issues.

6. Evaluate operational effectiveness.

7. Continually improve records operations.

Records Operations Review Questions

- Are records created and maintained effectively?
- Are responsibilities and controls coordinated?
- Is records information accurate?
- Are records accessible when needed?
- Which operational improvements should be prioritized?

Characteristics of Effective Records Operations

- Reliable • Controlled • Organized • Transparent • Repeatable •

Adaptive • Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2470 Universal Core Records Management Architecture Framework
- CSA-2471 Universal Core Records Governance Framework
- CSA-2472 Universal Core Records Planning Framework

It provides the operational foundation for Records Compliance, Performance, Improvement, and Integration while complementing the Governance, Policy, Standards, Procedure, Process, Workflow, Task, Activity, Event, Incident, Problem, Change, Configuration, Asset, Service, Quality, Risk, Data, Information, Knowledge, Technology, Resource, and Lifecycle architecture families.

Editorial Guidance

Records operations should ensure organizations can actively manage records using structured, coordinated, and measurable practices. Civic Stations should continually improve records operations to strengthen transparency, accountability, institutional knowledge, reliability, accessibility, and mission success.

End of CSA-2473

Universal Core Knowledge Operations Framework

CSA-2503 Civic Station Architecture Universal Core Knowledge Operations Framework

Purpose

This document establishes the Universal Core Knowledge Operations Framework for the Civic Station Universal Core. It defines enterprise practices for creating, capturing, organizing, maintaining, sharing, applying, protecting, monitoring, and improving organizational knowledge to ensure knowledge remains accurate, available, useful, controlled, and aligned with approved governance, plans, policies, procedures, quality requirements, and mission objectives.

Definition

Universal Core Knowledge Operations is the enterprise discipline of managing the active creation, capture, organization, maintenance, sharing, application, preservation, and lifecycle activities associated with organizational knowledge through structured methods, assigned responsibilities, operational controls, and measurable outcomes.

Objectives

- Standardize enterprise knowledge management operations. • Improve

coordination of knowledge activities. • Support effective knowledge creation, capture, and use. • Preserve institutional knowledge and experience. • Promote continual knowledge operations improvement.

Guiding Principles

1. Knowledge operations shall follow approved governance and plans.

2. Knowledge ownership and stewardship shall remain clearly assigned.

3. Knowledge activities shall be coordinated and documented.

4. Knowledge resources shall remain accurate and accessible.

5. Knowledge operations shall continually improve.

Knowledge Operations Domains

Knowledge Creation and Capture Execution - Knowledge creation activities - Experience capture - Documentation - Knowledge validation

Knowledge Administration - Knowledge maintenance - Repository management - Knowledge organization - Status tracking

Knowledge Sharing and Application Management - Knowledge distribution - Collaboration support - Decision support - Practical application

Knowledge Lifecycle Operations - Active knowledge management - Preservation activities - Review cycles - Knowledge retirement

Operations Improvement - Performance analysis - Process refinement - Knowledge optimization - Continuous improvement

Knowledge Operations Process

1. Execute approved knowledge management activities.

2. Maintain knowledge resources and documentation.

3. Organize and manage knowledge access.

4. Share and apply knowledge appropriately.

5. Monitor knowledge condition and usage.

6. Evaluate operational effectiveness.

7. Continually improve knowledge operations.

Knowledge Operations Review Questions

- Is knowledge created and maintained effectively?
- Are responsibilities and controls coordinated?
- Is knowledge accurate and useful?
- Is knowledge available when needed?
- Which operational improvements should be prioritized?

Characteristics of Effective Knowledge Operations

- Reliable • Controlled • Organized • Collaborative • Repeatable •

Adaptive • Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2500 Universal Core Knowledge Management Architecture Framework
- CSA-2501 Universal Core Knowledge Governance Framework
- CSA-2502 Universal Core Knowledge Planning Framework

It provides the operational foundation for Knowledge Compliance, Performance, Improvement, and Integration while complementing the Governance, Policy, Standards, Procedure, Process, Workflow, Task, Activity, Event, Incident, Problem, Change, Configuration, Asset, Service, Quality, Risk, Records, Data, Information, Technology, Resource, and Lifecycle architecture families.

Editorial Guidance

Knowledge operations should ensure organizations can actively manage and apply knowledge using structured, coordinated, and measurable practices. Civic Stations should continually improve knowledge operations to strengthen collaboration, transparency, accountability, institutional memory, reliability, accessibility, and mission success.

End of CSA-2503

Universal Core Records Operations Framework

CSA-2573 Civic Station Architecture Universal Core Records Operations Framework

Purpose

This document establishes the Universal Core Records Operations Framework for the Civic Station Universal Core. It defines enterprise practices for creating, organizing, maintaining, accessing, protecting, retrieving, and managing organizational records to ensure records remain accurate, available, controlled, and aligned with approved governance, plans, policies, procedures, operational requirements, and mission objectives.

Definition

Universal Core Records Operations is the enterprise discipline of managing the active creation, classification, storage, access, maintenance, protection, retrieval, and lifecycle activities associated with organizational records through structured methods, assigned responsibilities, operational controls, and measurable outcomes.

Objectives

- Standardize enterprise records operations. • Improve coordination of

records activities. • Support effective records creation, access, and maintenance. • Maintain records accuracy, availability, and accountability. • Promote continual records operations improvement.

Guiding Principles

1. Records operations shall follow approved governance and plans.

2. Records ownership and operational responsibilities shall remain

clearly assigned.

3. Records activities shall be coordinated and documented.

4. Records shall remain accurate, protected, and accessible.

5. Records operations shall continually improve.

Records Operations Domains

Records Creation Operations - Record creation - Classification activities - Metadata management - Initial validation

Records Administration - Records organization - Documentation management - Records tracking - Status management

Records Access Management - Retrieval activities - Access coordination - Availability management - User support

Records Lifecycle Operations - Active records management - Retention activities - Preservation activities - Disposition preparation

Operations Improvement - Performance analysis - Process refinement - Records optimization - Continuous improvement

Records Operations Process

1. Execute approved records management activities.

2. Maintain records information and documentation.

3. Manage records creation and organization.

4. Support records access and retrieval.

5. Protect and preserve records.

6. Evaluate operational effectiveness.

7. Continually improve records operations.

Records Operations Review Questions

- Are records created and maintained effectively?
- Are records organized and accessible?
- Are responsibilities and controls coordinated?
- Are records protected appropriately?
- Which operational improvements should be prioritized?

Characteristics of Effective Records Operations

- Reliable • Controlled • Organized • Accessible • Repeatable • Adaptive
- Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2570 Universal Core Records Management Architecture Framework
- CSA-2571 Universal Core Records Governance Framework
- CSA-2572 Universal Core Records Planning Framework

It provides the operational foundation for Records Compliance, Performance, Improvement, and Integration while complementing the Governance, Policy, Standards, Procedure, Process, Workflow, Task, Activity, Event, Incident, Problem, Change, Configuration, Asset, Resource, Service, Quality, Risk, Data, Information, Knowledge, Technology, and Lifecycle architecture families.

Editorial Guidance

Records operations should ensure organizations can actively create, manage, protect, and provide access to records using structured, coordinated, and measurable practices. Civic Stations should continually improve records operations to strengthen accountability, transparency, institutional memory, resilience, and mission success.

End of CSA-2573

Organizational Knowledge Management Operations Handbook Reference Edition V1.0.0

OM-096

ORGANIZATIONAL KNOWLEDGE MANAGEMENT OPERATIONS HANDBOOK

America Together 2028 Reference Edition

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DOCUMENT INFORMATION

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Document ID: OM-096

Title: Organizational Knowledge Management Operations Handbook

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

References: CS-001 through CS-007 OM-001 through OM-095

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1. PURPOSE

This handbook establishes recommended practices for operating and maintaining knowledge management capabilities throughout the Civic Station network.

Knowledge management operations ensure that established systems, processes, repositories, and practices remain effective and useful over time.

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2. OBJECTIVES
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Knowledge management operations should:

- Maintain reliable knowledge resources • Support daily organizational

activities • Encourage participation • Preserve knowledge quality • Improve accessibility • Sustain long-term capability

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3.

OPERATIONAL ACTIVITIES

Knowledge management operations may include:

- Content maintenance • Repository administration • Knowledge reviews •

User support • Training coordination • Search improvement • Usage monitoring

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4. CONTENT MANAGEMENT
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Organizations should maintain knowledge resources through:

- Regular reviews • Accuracy checks • Version updates • Classification

maintenance • Retirement of outdated materials

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5. USER SUPPORT
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Operational support should help participants:

- Locate information • Understand knowledge resources • Contribute

improvements • Report issues • Access appropriate assistance

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6.

PERFORMANCE MONITORING

Organizations should monitor:

- Resource usage • Content health • Participation levels • Support

requests • Improvement opportunities

==========
7.

OPERATIONAL GOVERNANCE

Knowledge management operations should follow established:

- Policies • Standards • Procedures • Governance decisions • Security

requirements

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8.

DOCUMENTATION

Maintain records including:

- Operational procedures • Support guides • Maintenance schedules •

Usage reports • Review records • Improvement actions

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9.

CONTINUOUS IMPROVEMENT

Knowledge management operations should evolve through feedback, performance measurement, audits, technological improvements, and organizational learning.

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10.

LONG-TERM OBJECTIVE

The long-term objective is to establish sustainable knowledge management operations that enable Civic Stations to maintain, improve, and effectively use organizational knowledge resources in support of long-term mission success.

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END OF OM-096
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Organizational Knowledge Management Benefits Operations Handbook Reference Edition V1.0.0

OM-111

ORGANIZATIONAL KNOWLEDGE MANAGEMENT BENEFITS OPERATIONS HANDBOOK

America Together 2028 Reference Edition

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DOCUMENT INFORMATION

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Document ID: OM-111

Title: Organizational Knowledge Management Benefits Operations Handbook

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

References: CS-001 through CS-007 OM-001 through OM-110

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1. PURPOSE

This handbook establishes recommended practices for operating and maintaining benefits management capabilities associated with knowledge management initiatives throughout the Civic Station network.

Benefits operations ensure that identified value continues to be tracked, supported, reviewed, and improved after knowledge management frameworks are established.

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2. OBJECTIVES
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Knowledge management benefits operations should:

- Maintain active benefit tracking • Support ongoing accountability •

Preserve realized value • Identify emerging opportunities • Improve operational consistency • Sustain long-term outcomes

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3.

OPERATIONAL ACTIVITIES

Benefits operations may include:

- Benefit monitoring • Performance reviews • Outcome reporting •

Ownership coordination • Improvement tracking • Stakeholder communication

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4. BENEFIT MAINTENANCE
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Organizations should maintain benefits through:

- Regular measurement • Updated assumptions • Periodic reviews •

Corrective actions • Continued alignment with priorities

==========
5.

OPERATIONAL REPORTING

Benefits reports should communicate:

- Current benefit status • Progress toward objectives • Achieved

outcomes • Challenges • Improvement recommendations

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6. BENEFIT SUPPORT
==========

Operational support should help organizations:

- Understand benefit expectations • Maintain measurement practices •

Resolve issues • Improve outcomes • Share lessons learned

==========
7.

PERFORMANCE MONITORING

Organizations should monitor:

- Benefit realization trends • Participation • Organizational impact •

Resource effectiveness • Sustainability indicators

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8.

DOCUMENTATION

Maintain records including:

- Benefits operation procedures • Monitoring schedules • Performance

reports • Review records • Improvement actions • Lessons learned

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9.

CONTINUOUS IMPROVEMENT

Benefits operations should evolve through measurement, feedback, organizational learning, and changing strategic requirements.

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10.

LONG-TERM OBJECTIVE

The long-term objective is to establish reliable benefits operations that enable Civic Stations to continuously manage, measure, and improve the value created through organizational knowledge capabilities.

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END OF OM-111

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Organizational Knowledge Management Benefits Optimization Operations Handbook Reference Edition V1.0.0

OM-112

ORGANIZATIONAL KNOWLEDGE MANAGEMENT BENEFITS OPTIMIZATION OPERATIONS

HANDBOOK

America Together 2028 Reference Edition

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DOCUMENT INFORMATION

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Document ID: OM-112

Title: Organizational Knowledge Management Benefits Optimization Operations Handbook

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

References: CS-001 through CS-007 OM-001 through OM-111

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1. PURPOSE

This handbook establishes recommended practices for operating continuous benefits optimization activities associated with knowledge management capabilities throughout the Civic Station network.

Benefits optimization operations ensure that realized value is actively maintained, improved, and expanded over time.

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2. OBJECTIVES

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Benefits optimization operations should:

- Maintain focus on measurable value • Improve existing benefits •

Identify new opportunities • Strengthen operational performance • Support strategic adaptation • Maximize long-term impact

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3.

OPTIMIZATION OPERATING ACTIVITIES

Activities may include:

- Benefit performance analysis • Improvement reviews • Opportunity

identification • Process refinement • Resource evaluation • Outcome tracking

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4. BENEFIT

IMPROVEMENT MANAGEMENT

Organizations should manage improvements through:

- Defined objectives • Responsible owners • Improvement actions •

Progress monitoring • Outcome evaluation

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5.

OPERATIONAL ANALYTICS

Organizations should use available information to evaluate:

- Benefit trends • Performance changes • Efficiency improvements •

Participation patterns • Emerging opportunities

==========

6.

STAKEHOLDER ENGAGEMENT

Optimization operations should involve:

- Leadership • Knowledge managers • Benefit owners • Operational teams •

Participants

==========

7. REVIEW

AND PRIORITIZATION

Organizations should periodically prioritize optimization efforts based on:

- Strategic importance • Organizational impact • Available resources •

Expected value • Implementation feasibility

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8.

DOCUMENTATION

Maintain records including:

- Optimization procedures • Improvement initiatives • Performance

analyses • Review findings • Decision records • Lessons learned

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9.

CONTINUOUS IMPROVEMENT

Benefits optimization operations should continuously evolve through measurement, experimentation, feedback, and organizational learning.

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10.

LONG-TERM OBJECTIVE

The long-term objective is to establish a mature benefits optimization capability that enables Civic Stations to continually increase the value generated from organizational knowledge while supporting effective governance, resilience, and long-term mission success.

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END OF OM-112

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Organizational Knowledge Management Benefits Portfolio Value Operations Handbook Reference Edition V1.0.0

OM-142

ORGANIZATIONAL KNOWLEDGE MANAGEMENT BENEFITS PORTFOLIO VALUE OPERATIONS

HANDBOOK

America Together 2028 Reference Edition

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DOCUMENT INFORMATION

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Document ID: OM-142

Title: Organizational Knowledge Management Benefits Portfolio Value Operations Handbook

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

References: CS-001 through CS-007 OM-001 through OM-141

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1. PURPOSE

This handbook establishes recommended practices for operating and maintaining value management capabilities across knowledge management benefits portfolios throughout the Civic Station network.

Portfolio value operations ensure that governance structures, strategies, measurements, analytics, risks, opportunities, and improvement activities remain active and effective.

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2. OBJECTIVES

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Portfolio value operations should:

- Maintain active value management practices • Support consistent

execution • Preserve accountability • Improve operational effectiveness

- Sustain portfolio outcomes • Enable continuous improvement

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3. VALUE

OPERATIONS ACTIVITIES

Operational activities may include:

- Value monitoring • Performance tracking • Portfolio reviews • Decision

support • Risk management • Opportunity management • Improvement coordination

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4.

OPERATIONAL MANAGEMENT

Organizations should manage:

- Value processes • Governance activities • Measurement practices •

Reporting cycles • Improvement initiatives • Stakeholder communication

==========

5. VALUE

PERFORMANCE SUPPORT

Operations should support:

- Benefit realization • Portfolio effectiveness • Strategic alignment •

Resource coordination • Long-term sustainability

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6.

OPERATIONAL REPORTING

Value operations reporting should communicate:

- Current portfolio status • Value outcomes • Performance trends • Risks
- Opportunities • Recommended actions

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7.

OPERATIONAL REVIEW

Organizations should periodically review:

- Operational effectiveness • Governance performance • Process maturity
- Improvement progress • Changing requirements

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8.

DOCUMENTATION

Maintain records including:

- Operational procedures • Reporting schedules • Review records •

Performance information • Improvement plans • Lessons learned

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9.

CONTINUOUS IMPROVEMENT

Portfolio value operations should evolve through measurement, feedback, innovation, organizational learning, and changing strategic requirements.

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10.

LONG-TERM OBJECTIVE

The long-term objective is to establish reliable portfolio value operations that enable Civic Stations to consistently manage knowledge investments, sustain value creation, and support long-term organizational success.

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END OF OM-142
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Civic Knowledge Standard Reference Edition V1.0.0

CS-003

CIVIC KNOWLEDGE STANDARD

America Together 2028 Reference Edition

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DOCUMENT INFORMATION

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Document ID: CS-003

Title: Civic Knowledge Standard

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

Standard Compatibility: Civic Station Standard 1.x

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1. PURPOSE

The Civic Knowledge Standard defines how civic knowledge shall be created, organized, reviewed, maintained, and preserved.

Its purpose is to ensure that information remains trustworthy, traceable, understandable, and useful over time regardless of the software, media, or technology used to deliver it.

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2.

KNOWLEDGE PHILOSOPHY

Knowledge is a community asset.

It shall be preserved rather than recreated, improved rather than replaced, and shared rather than hidden whenever appropriate.

Knowledge should remain understandable by future generations.

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3.

KNOWLEDGE OBJECTS

The smallest unit of the Civic Knowledge System is a Knowledge Object.

A Knowledge Object may represent:

- A fact • A definition • A procedure • A law or regulation • A resource
- A recommendation • A reference • A lesson learned • A community

practice

Larger publications are assembled from Knowledge Objects.

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4. REQUIRED METADATA

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Every Knowledge Object should contain:

- Unique Identifier • Title • Summary • Subject • Geographic Scope •

Author or Publisher • Source References • Date Created • Last Reviewed • Version • Review Status • Confidence Level • Related Objects

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5. SOURCE ATTRIBUTION
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Knowledge shall identify its sources whenever possible.

When information is uncertain, incomplete, or disputed, that status should be clearly disclosed.

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6. REVIEW LIFECYCLE
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Knowledge progresses through the following lifecycle:

Draft

↓

Review

↓

Approved

↓

Published

↓

Maintained

↓

Archived

Every revision shall preserve version history.

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7. FACTS, ANALYSIS, AND CHOICES

The Civic Knowledge System distinguishes between:

Facts Observable or verifiable information.

Analysis Interpretation or explanation of facts.

Choices Possible courses of action.

These categories shall not be presented as interchangeable.

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8.

PRESERVATION

Knowledge shall be:

- Searchable • Versioned • Reviewable • Correctable • Archivable •

Portable • Backed up • Accessible

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9. OUTPUTS

The same Knowledge Objects may be assembled into:

- Handbooks • Station binders • Websites • Mobile applications • AI

assistants • Training courses • Printed publications • Community modules

One source of truth may produce many forms of publication.

==========
10.

LONG-TERM OBJECTIVE

The Civic Knowledge Standard exists so that communities can accumulate knowledge rather than repeatedly rediscover it.

The value of the system increases as reliable knowledge grows, relationships become richer, and future generations inherit a well-organized civic knowledge base.

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END OF CS-003
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Operations Terms Glossary

Title: Operations Terms Glossary

Purpose: Define recurring concepts used in OM handbooks and operational guidance.

Relationship to Universal Core: This glossary supports navigation of operational modules; it does not replace definitions or procedures in individual manuals.

Term: Procedure Definition: A documented sequence for completing a recurring task consistently. Related concepts: Workflow; control; responsibility Where to learn more: OM-002 and procedure-focused OM documents.

Term: Workflow Definition: The movement of work, information, decisions, and responsibility through defined steps. Related concepts: Process; handoff; coordination Where to learn more: Operational workflow handbooks and CSA workflow frameworks.

Term: Role Definition: A defined set of responsibilities and decision boundaries assigned to a person, team, or institution. Related concepts: Authority; accountability; competency Where to learn more: CSF-0020 and role-focused OM documents.

Term: Service Definition: An organized activity or capability provided to meet a public or community need. Related concepts: Operations; user; outcome Where to learn more: CSA-3210 through CSA-3218 and service-focused OM documents.

Term: Program Definition: A coordinated body of activities, resources, and responsibilities directed toward defined outcomes. Related concepts: Project; portfolio; evaluation Where to learn more: CSA-2200 through CSA-2208.

Term: Partnership Definition: A structured working relationship among organizations or people with shared objectives and clear responsibilities. Related concepts: Coordination; stakeholder; agreement Where to learn more: OM-007 and partnership-focused manuals.

Term: Outreach Definition: Planned communication and relationship-building intended to reach and involve people. Related concepts: Engagement; access; communication Where to learn more: OM-008 and outreach-focused manuals.

Term: Evaluation Definition: Systematic assessment of design, implementation, outcomes, and lessons. Related concepts: Measurement; evidence; improvement Where to learn more: Evaluation-focused OM documents.

Term: Continuity Definition: The ability to maintain or restore essential responsibilities through change or disruption. Related concepts: Resilience; succession; recovery Where to learn more: Continuity-focused OM and CSA documents.

Term: Record Definition: Information retained as evidence of activity, decision, responsibility, or result. Related concepts: Archive; documentation; accountability Where to learn more: CSF-0032 and records-management frameworks.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

Reference and Library Connections

Glossary and Term Locator

Records
: See the source modules and topic finder for uses of this term.

Knowledge
: See the source modules and topic finder for uses of this term.

Operations
: See the source modules and topic finder for uses of this term.

Management
: See the source modules and topic finder for uses of this term.

Operational
: See the source modules and topic finder for uses of this term.

Should
: See the source modules and topic finder for uses of this term.

Activities
: See the source modules and topic finder for uses of this term.

Improvement
: See the source modules and topic finder for uses of this term.

Organizational
: See the source modules and topic finder for uses of this term.

Framework

See the source modules and topic finder for uses of this term.

Csa
: See the source modules and topic finder for uses of this term.

Shall
: See the source modules and topic finder for uses of this term.

Term
: See the source modules and topic finder for uses of this term.

Support
: See the source modules and topic finder for uses of this term.

Topic and Source Finder

- Universal Core Records Operations Framework
- Universal Core Records Operations Framework
- Universal Core Knowledge Operations Framework
- Universal Core Records Operations Framework
- Organizational Knowledge Management Operations Handbook Reference Edition V1.0.0
- Organizational Knowledge Management Benefits Operations Handbook Reference Edition V1.0.0
- Organizational Knowledge Management Benefits Optimization Operations Handbook Reference Edition V1.0.0
- Organizational Knowledge Management Benefits Portfolio Value Operations Handbook Reference Edition V1.0.0
- Civic Knowledge Standard Reference Edition V1.0.0

- Operations Terms Glossary

Related Publications

- Civic Operations Core (CSUC-OPS-001)
- Risk, Compliance, and Continuity (CSUC-OPS-003)
- Service and Quality Improvement (CSUC-OPS-004)
- Civic Station Foundations (CSUC-FND-001)
- Core Reference Edition (CSUC-REF-001)

Archive Connection

The Civic Station source archive remains the source record for this publication and the larger library.

Edition Information

CSUC-OPS-002
Civic Station Universal Core
English-language publication master

What to Read Next

Continue with a related publication above or consult the complete library catalog for another pathway.